

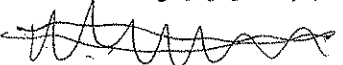
Good evening every one, my name is Barbara ~~At~~ 2/18/09

1. Receipts in accordance to the 20 yr old DSS policy (Been receiving assistance since towards the end of the 80s) This my 1st one ever,
    - Hard delivered, in sealed envelope (as requested in instructions) ~~they~~ told they didnt have any, envelope ~~is~~ copy is "receipt" because ~~it was~~ <sup>as</sup> sealed
  2. Last summer I started testing my glucose. I dont have diabetes, but it can turn into it. Went to get it refilled, was denied.
    - Got assistance from Medicare Advocacy, thankfully a very patient person. After several attempts, phone calls, faxes, finally after more than 2 months a refill. Tried to get it refilled 1 mo later - denied. Medicare Advocacy help - apparently there was a "glitch" at DSS.
    - This whole situation, I cannot express how frustrating and infuriatingly. It was.
  3. We who receive assistance from DSS, are referred to as "assistance units" We are human beings who deserve dignity, respect and human compassion. This is not that.
  4. I suggest that DSS, <sup>most</sup> employees, get big time attitude adjustments, and major salary cuts. Might save the ~~state~~ some money.
- Thank you for your time.

# *DSS MISSION*

*The Connecticut Department of Social Services provides a continuum of core services to:*

- . Meet basic needs of food, shelter, economic support and health care*
- . Promote and support the choice to live with dignity in one's own home and community*
- . Promote and support the achievement of economic viability in the workforce*

  
*We gain strength from our diverse environment to promote equal access to all DSS programs and services.*

**CONNECTICUT DEPARTMENT OF INCOME MAINTENANCE  
UNIFORM POLICY MANUAL**

**Date: 11-15-90**

**Transmittal: UP-90-26**

**P-1540.10**

**Section:**  
**The Eligibility Process**

**Type:**  
**PROCEDURES**

**Chapter:**  
**General Principles of Verification**

**Program:** AFDC  
AABD  
MA  
FS

**Subject:**  
**Methods of Verification**

- P-1540.10
1. Work with the client to determine whether the client or the Department will obtain verification for each factor which needs to be verified, and the best method for obtaining the verification.
  2. For each factor which needs to be verified, explore the client's ability to obtain necessary verification, considering the following:
    - Documents the client already has in his or her possession;
    - Documents which the client can readily obtain;
    - Documents which are less readily available, but which can be obtained without extreme efforts;
    - readily available alternate forms of verification;
    - Possible barriers to obtaining verification, including language, illiteracy, lack of transportation, or the inability to pay a required fee;
    - any unusual or extenuating circumstances.
  3. Consider the Department responsible for obtaining verification in the following circumstances:
    - When the factor has already been satisfactorily verified as indicated in active or closed case files;
    - when verification is readily available through contact with General Assistance offices, Connecticut Labor Department, Department of Motor Vehicles, Social Security Administration or other agencies;
    - when the client cannot obtain the verification without paying a fee and the Department has a means of obtaining verification without paying a fee, by such means as bank tracers.
  4. Use the Application Verification List (W-1348) and other forms, as appropriate, to document the decision on what methods of verification will be used.

**CONNECTICUT DEPARTMENT OF INCOME MAINTENANCE  
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**Date:** 12-1-91

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**P-1540.10 page 2**

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P-1540.10 (continued)

5. Assist the client in obtaining verification when appropriate using methods such as the following:
  - advising the client of alternate forms of verification;
  - advising the client on how to go about obtaining verification;
  - Writing letters on behalf of any client who has difficulty with written expression, if requested to do so;
  - referring the client to other agencies, which may be able to assist by offering guidance or by paying a fee on the client's behalf.
6. If the client tries to obtain verification but has difficulty, reevaluate the situation and reconsider the options to find the best approach. Document changes in the verification process by revising the W-1348 or by clearly noting the changed requirements and deadlines in the case record.
7. In addition to other forms of verification, use IEVS to obtain verification about income and SAVE to obtain verification about citizenship and non-citizen status.
- 8. Provide a dated receipt whenever verification is left with the receptionist and whenever a receipt is requested by the assistance unit.

Date \_\_\_\_\_

To: \_\_\_\_\_ (eligibility worker)

I have the following disability:

\_\_\_\_\_  
In order to qualify for or remain eligible for DSS  
benefits, DSS is asking me to:

\_\_\_\_\_  
Because of my disability I need help with this. I am  
asking DSS to accommodate me.

\_\_\_\_\_ (signature)

Name \_\_\_\_\_

Client ID \_\_\_\_\_

Address \_\_\_\_\_

Phone number \_\_\_\_\_

c.c. Lucy Potter  
Greater Hartford Legal Aid  
999 Asylum Avenue  
Hartford, CT 06105

Irene Mason, ADA Coordinator  
DSS  
25 Sigourney Street  
Hartford, CT 06106-5033